Customer Service Report for HSB
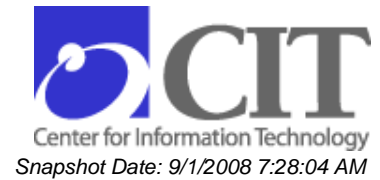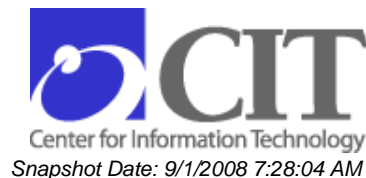
For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

CIT
Center for Information Technology

Snapshot Date: 9/1/2008 7:28:04 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
General Info	2	0	0	0	0	2	0	0	0	0	0
Application Support											
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	10
Database Development	0	1	0	0	0	0	0	0	1	0	0
Sharepoint-General Information	3	0	0	0	0	1	0	0	2	0	9
Sharepoint-Install/Uninstall	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-Troubleshoot	2	0	0	0	0	1	0	0	1	0	10
Specialized Application	3	0	0	0	0	2	0	0	1	0	2
ASR											
Oracle	0	0	0	47	0	5	0	0	42	0	0
Other	0	0	0	109	0	26	0	0	83	0	0
SQL	0	0	0	14	0	6	0	0	8	0	0
Unix	0	0	0	164	0	25	0	0	139	0	0
Windows	0	3	0	52	0	8	0	0	47	0	0
Back Office Support											
Active Directory	0	2	0	0	0	0	0	2	0	0	18
Backup/Restore	5	0	0	0	0	2	0	0	3	0	9
Certificate-Web	1	0	0	0	0	0	0	0	1	0	50
Permissions/Shares	2	0	0	0	0	1	0	0	1	0	16
Print Hosting	0	1	0	0	0	0	0	0	1	0	0
Web Hosting	2	0	0	0	0	0	0	0	2	0	11
CIT Categories											
Web Dev/New Proj	0	0	0	1	0	0	0	0	1	0	360
Web Site Issue	1	0	0	0	0	0	0	0	1	0	2

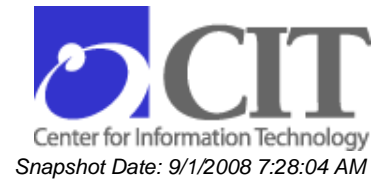|	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CIT Categories- General Information											
General Info	0	1	0	0	0	1	0	0	0	0	0
Connectivity											
General Info	0	3	0	0	0	1	1	0	0	1	3
TCP/IP	0	14	0	0	0	0	2	0	0	12	0
Email											
Exchange Email	0	1	0	0	0	0	0	0	0	1	0
MS Outlook	2	0	0	0	0	0	0	0	2	0	10
EOS											
User Applications	0	1	0	0	0	0	0	0	1	0	0
General Information											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
Phone/Fax/Address	0	1	0	0	0	0	0	1	0	0	19
Hardware											
Printers/Troubleshoot	0	0	0	1	0	0	0	0	1	0	20
Servers/Config/Setup	0	3	0	2	0	3	0	0	2	0	1
Servers/Maint	1	0	0	0	0	0	0	0	1	0	2
Servers/Recommend	0	1	0	0	0	0	0	0	1	0	0
Servers/Troubleshoot	0	15	0	0	0	7	0	0	8	0	0
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	0	1	0	0	0	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	2
NIHnet											
Network Sec-Firewall	0	1	0	0	0	0	0	0	0	1	0
Outage-Other	1	0	0	0	0	0	0	0	1	0	6
Server Support-DNS	1	0	0	0	0	1	0	0	0	0	0
Server Support-Other	1	0	0	0	0	0	0	0	1	0	15

Customer Service Report for HSB

For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Service Prov-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
Service Prov-IP Address Admin	1	0	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	5
Inaccessible	1	0	0	0	0	1	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	1	0	9
Grand Total:	**35**	**50**	**0**	**390**	**0**	**95**	**4**	**3**	**357**	**16**	**2**

Total Tickets Closed: **376**

Total Tickets Assigned/Pending/Checked Out: **99**

Total Tickets Created: **475**